



# Policies and Procedures

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## **Medication Policy**

Providing children are not suffering from any infectious illness (\*See Illness Policy) and they are well enough to participate in activities, they may attend Hazel's Professional Childcare Creche when taking medication. We do not supply any medication and will only administer medication supplied by the parent for their child.

### **Consent and Record Keeping**

Written permission must be given prior to administration of any medicine. The relevant form must be completed, signed and dated before and after administration of medicine each time, by both the parents and staff. Medication records will be kept in accordance with our Confidentiality policy and will not be shared with anybody else, unless it is deemed necessary for the welfare of the child.

### **Instructions and Storage**

Medication must be in its original container in which it was dispensed, with legible instructions in English.

Medication must be within its expiry date; parents are responsible for the safe disposal of any expired medication.

We will only administer the dosage and frequency indicated on the instructions or prescription label.

Medication will be stored out of the children's reach and strictly in accordance with the product instructions.

Short term medication will be sent home with the child daily and cannot be left overnight on the premises. Long term medication can be kept on the premises for as long as it is required.

### **Administering Medication**

Medication will only be administered by a senior staff member.

We cannot administer medication that requires technical/medical training e.g. insulin injections. The parent/guardian will be called to administer this medicine.

We cannot administer any prescribed medication to any other child, other than the child named on the prescription, this includes siblings.

We cannot give any aspirin based medicine to children unless they have been prescribed by a doctor.

Paracetamol and Ibuprofen cannot be administered at the same dosage time; these must be administered at separate times according to the instructions.

If a child refuses to take medicine, staff will make every effort to encourage them but we cannot force them. In this instance the parent will be contacted immediately to inform them.

## **Behaviour Management Policy**

At Hazel's Professional Childcare we believe that children flourish best in an environment, where they are free to play and learn without the fear of being hurt by anyone else. All children are unique and we believe this is the key to understanding, acknowledging and acting on children's behaviour. We are committed to supporting and caring for children based on their individual needs. Our expectations for children are realistic and achievable. We aim for children to demonstrate socially acceptable behaviour, and to have respect for themselves and others.

We will:

- Ensure that children understand and follow the rules set out in the setting.

- Ensure all adults concerned accept responsibility for implementing the aims of the policy, and set a good example by following rules themselves.
- Work in partnership with parents/carers to ensure consistency for the child at home and within the creche.
- Ensure children have respect for themselves, peers and adults.
- Encourage children to be well mannered and polite.
- Ensure all undesired and unacceptable behaviour is identified and addressed appropriately and promptly.
- Discuss and resolve any recurring behaviour with parents/carers.

When children behave in unacceptable ways:

- Staff will be firm but fair and initially give a clear warning that the behaviour shown is unacceptable e.g. "We do not do that. It's not nice", and explain why their behaviour is unacceptable.
- If the child continues to behave inappropriately they will be taken away from the situation and given an alternative activity to do.
- In all cases of misbehaviour, it will be made clear that it is their behaviour, and not them, that is not welcome.
- Where appropriate, 'time out' from an activity may be used.
- The level of children's understanding will be taken into account when dealing with behavioural problems.
- Staff will be aware that some kinds of behaviour may arise from a child's special needs.

We do not tolerate:

- Any physical punishment, or threats of physical punishment.\*
- Shouting (exceptions are only accepted if raised voices are used to prevent harm or to ensure safety of children.
- Ignoring of unacceptable behaviour.
- Degrading, insensitive, sarcastic or negative language.
- Children being labelled or assumptions being made due to their behaviour or any other reason.

**Anybody who is seen to be doing any of the above will be subject to disciplinary action.**

\*In accordance with the Early Years Foundation Stage statutory framework "A person will not be taken to have used physical punishment (and therefore will not have committed an offence), where physical intervention (1) was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a Child's behaviour if absolutely necessary. Providers, including childminders, must keep a record of any occasion where physical intervention is used, and parents/carers must be informed on the same day, or as soon as reasonably practicable".

(1) Physical intervention is where practitioners use reasonable force to prevent children from injuring themselves or others or damaging property.

The person responsible for Behaviour Management in the setting is **HAZEL SHEPHERD**.

### **Biting Policy**

Biting is fairly common in young children. Biting is often very painful and frightening for the child who is bitten. It can also be very frightening for the child who bites. Biting

happens for different reasons with different children under different circumstances. The first step in learning to control it is to look at why it may be happening.

### **Reasons why children might bite.**

Teething aside, children may bite for a number of reasons including:

- Curiosity- children may bite to see what their friends arm may taste like or to see their reaction.
- Frustration- if things are not going their way, children may get very angry and frustrated, and lash out by biting.
- Copying- children who see others biting may think this is a good idea.
- Seeking attention- biting is a good way of getting others to take notice, even if the attention gained is negative.

### **Stopping a child from biting is not easy. It is important to remain calm and consistent when handling the situation.**

At Hazel's Professional Childcare we acknowledge that biting is common behaviour among young children. We recognise that the majority of children will learn not to bite in time and are very clear, firm and calm when a child does bite and offer praise and warmth when they don't.

If an incident of biting does occur, the parents of both children will be informed of the event. This will be recorded in the incident/accident book. If your child has bitten another child, we strongly recommend that you do not bite them as a punishment. It sends a very confused message to the child.

### **When a child bites:**

We show disapproval and very firmly and calmly say something like "No we do not bite! It hurts and it's not nice!". We use gestures and facial expressions to reinforce the message. We might decide to walk away from the child for a short while to emphasise our disapproval.

### **If a child is a victim of biting:**

Staff are trained to deal with this situation. Biting is always taken seriously and staff do their best to ensure that it is stopped as soon as possible. We do not disclose to any parent the name of the child who has bitten. It is unnecessary to know their identity, however if a parent finds out who has bitten their child we strongly recommend that they do not complain directly to the other parents. Try to remember that all young children are all potential biters.

### **Collection Procedure**

All staff at Hazel's Professional Childcare will follow these procedures to ensure that children in our care are collected by authorised adults.

- When a child is registered to attend the creche, a Registration Form will be completed by the parent/carer detailing those adults who have parental responsibility and any other adult (over 16 years) who are authorised to collect their child. This must be updated if there are any changes to these circumstances and staff must be kept informed. Parents/carers must inform the staff who will be collecting the child and always inform them if someone else is going to collect the child, giving them a description and assigning a password.
- If an unknown or unauthorised person arrives to collect a child then under no circumstances must staff release the child to them even if they give the correct password. Parents/carers will be contacted immediately to inform them that you

cannot release the child. If required contact the police if the unknown person is suspected to be an intruder (follow the Intruder Procedure).

- If a known person arrives to collect the child but is not the person registered to collect and we have not been informed that they are collecting the child we will first contact the parent/carer to check the child can be released, ensuring we have been given a description and password.
- If a known person arrives to collect a child but is not in a state which we deem suitable (e.g. acting violently or under the influence of alcohol or other substances) then we will not release the child. We will call another authorised person to come and collect the child.

### **Late collection**

Should a child not be collected by the end of the session and we have not been notified of any reason for the delay then we will follow these procedures:

- After 15 minutes we will make contact with you to find out why you are delayed.
- If we cannot get in contact with you then we will contact another authorised adult to collect.
- If after one hour we are unable to contact the parent/guardian of the child, we will contact the Children and Families Team at Social Services and ask them to take responsibility for your child.

### **Confidentiality Policy**

#### **Definition of confidentiality:**

Confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others.

At Hazel's Professional Childcare it is our intention to respect the privacy of children and their families, whilst ensuring they access high quality early years care and education in our setting. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements; means of storing and sharing that information, that take place within the framework of the Data Protection Act and the Human Rights Act.

It is a legal requirement on the company to hold information about the children and families using the services. This information is used for registers, invoices, and emergency contacts. In line with data protection requirements all confidential information will be kept in a locked cabinet in the office. The managers and deputy manager are the only ones with ready access to this information. All other staff will need permission from the manager before accessing this information.

The staff, through their close relationship with both children and their parents, will learn about the families using the creche. All staff are aware that this information is confidential and only for use within the setting. If any of this information is requested for whatever reason, the parents' permission will always be sought. Staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

We inform parents when we need to record confidential information beyond the general personal information we keep- for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions had with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child

protection and any contact and correspondence with external agencies in relation to their child.

Concerns or evidence relating to a child's personal safety are kept in a secure, confidential file and will not be shared within the setting except for the child's key person and the managers, and when deemed necessary, outside agencies e.g. social services, police, and other professionals working with the child. In the event of the creche having to involve outside agencies then the sharing of information will be discussed and agreed with the parent first, except in the event of a child protection issue where it is decided by the setting's designated person (HAZEL SHEPHERD) that the sharing of this information with the parent/carer would put the child at serious risk. In this case our Child Protection Policy will override our Confidentiality Policy.

Some parents sometimes share information about themselves with other parents as well as staff; the setting cannot be responsible if information is shared beyond those parents whom the person has 'confided in'.

Any staff member who unwittingly or deliberately discloses confidential information to those who are not involved directly with the care of the child will be subject to disciplinary action.

### **Data Protection Policy**

Hazel's Professional Childcare is required to process relevant personal data as part of its operation and shall take all reasonable steps to do so in accordance with this policy, and our confidentiality policy.

Processing may include obtaining, recording, and holding, disposing, destroying or otherwise using data. We will endeavour to ensure that all personal data is processed in compliance with our policies and the principles set out in the Data Protection Act 1998. Any information which falls within the definition of personal data and is not otherwise exempted will remain confidential and will only be disclosed to third parties with the consent of the appropriate individual or under the terms of this policy and our confidentiality policy.

We may from time to time be required to process sensitive personal information regarding a child in our care. We shall share this data where there is a legal obligation to do so such as in a child protection investigation.

### **Access to records.**

Parents may request access to any confidential records held on their child and family following the procedure below:

- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the setting manager. (This does not refer to your child's learning that can be accessed at any time.)
- The setting commits to providing access within 14 days, although this may be extended.
- The settings manager will prepare the file for viewing.
- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file.
- 'Third parties' include all family members who may be referred to in the records.
- It also includes workers from any agency, including social services, the health authority, etc.
- It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.

- A photocopy of the complete file is taken.
- The setting managers will go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents.
- The file should never be given straight over, but should be gone through by the setting manager, so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party).
- All the undertaking above is subject to the paramount commitment of the setting, which is to safety and well-being of the child. Please see also our policy on child protection.

### **Children's records**

We keep the following record on children attending the setting:

- Personal records- these include registration and admission forms, signed contracts and correspondence concerning the child or family, reports or minutes concerning the child from other agencies, an ongoing record of relevant contact with parents and observations by staff on any confidentiality matter involving the child such as developmental concerns or child protection welfare matters.

### **Inclusion Policy**

At Hazel's Professional Childcare we actively promote inclusive practice in order to best meet the needs of the children, families and staff. All children are welcome at the setting regardless of ability, need, background, culture, religion, gender or economic circumstances. Through inclusive practice, we aim to reflect our wider community and promote positive attitudes to both the parents and other organisations as appropriate.

### **Our Aims**

- To ensure all children are able to develop in a caring and considerate environment where the staff and the children are all valued for their contribution to the setting.
- To ensure we are committed to the early identification of children with Special Educational Needs (SEN) and to adopting clear and open procedures which are outlined in this policy.
- To work in partnership with parents/carers who are fully involved in all decisions that affect their child's care and education.
- To work with outside agencies and other care providers in a professional and open manner to enable individual needs to be met in a timely and purposeful way.
- To provide, within available resources, the highest quality support and inclusive care and education for children with SEN or other additional needs.

### **Purpose of our aims**

- To meet the individual needs of all children in our setting.
- To ensure that Inclusion and Equal Opportunities are put into practice.
- To raise quality and standards.
- To recognise the rights of the child.

- To encourage parents/carers to use the provision.
- To increase awareness of staff, families and children.

### **Special Educational Needs Policy**

At Hazel's Professional Childcare, our aim is to ensure that each child is able to progress at their own rate in all areas of development and therefore realising and striving to achieve their full potential regardless of disability or learning difficulties. We have regard for the DFEE Code of Practice on the Identification and Assessment of Special Educational Needs and provide a welcoming environment with appropriate learning opportunities for all children.

The needs of an individual child are paramount and provided we can meet those needs effectively; the admission of a child with special needs will be treated no less favourably than for other children.

Our focus is on early detection and identification of additional learning needs, leading to a quick and effective strategy to meet those needs. We believe that this focus will prevent the onset of later difficulties and therefore act in a preventative capacity as well as addressing present needs.

#### **Early Detection**

All staff are to be aware of the DFEE Code of Practice on the Identification & Assessment of Special Educational Needs. One staff member will be designated Special Educational Needs Co-Coordinator (SENCO). They will be responsible for coordinating with parents/carers.

#### **Early Response**

Once a need or needs have been identified, an effective strategy will be formulated.

The strategy will be formed after discussion between all involved with the child e.g. parents/carers, other key members of the child's family, management. Where appropriate we will liaise with staff outside the group including therapists, health visitors, psychologists, social workers, paediatricians and support groups. A CAF (common assessment framework) may be needed and a lead professional put into place to organise meetings so that strategies can be put in place.

We will make every endeavour to provide where appropriate the resources required to implement the strategy.

These resources may include:

- A change or adaption to the setting environment.
- Additional equipment including specialist aids if appropriate.
- Specialised training in a specific area for staff.
- Providing alternative activities where appropriate.

#### **Continuation of Care**

- Information will be transferred to the next care provider (e.g. school or another early year's provider).

The designated Special Educational Needs Coordinator (SENCO) is **HAZEL SHEPHERD**.

### **Mobile Phone Policy**

At Hazel's Professional Childcare our intention is to provide an environment where children, parents and staff are safe from images being recorded and inappropriately used, in turn eliminating the following concerns:

- 1 Staff being distracted from their work with the children.

2 The inappropriate use of mobile phone cameras around children.

### **MOBILE PHONES ARE NOT PERMITTED IN THE CRECHE.**

Our aim is to have a clear policy on the acceptable use of mobile phones and cameras that is understood and adhered to by all parties concerned without exception.

In order to achieve this aim, we operate the following Acceptable Use Policy:

- Staff are allowed to bring in personal mobile phones for their own use during breaks only.
- Staff must ensure their mobile phones are turned off or left on silent, in their bags. Bags should be left out of reach during working hours (ideally in the vehicle they arrived in).
- If staff have a personal emergency that requires them to have their mobile phone to hand, prior permission must be sought from Management and the phone must be left in the managers bag.
- If staff have a personal emergency they are free to use the setting's phone or make a personal call on their mobile phone outside of the creche.
- Staff must ensure that the Management has up to date contact information and that staff make their families, children's schools etc. aware of work telephone numbers for emergencies. This is the responsibility of the staff member.
- It is the responsibility of all staff to report any concerns to the Management.
- All concerns will be taken seriously, logged and investigated appropriately.
- Should there be any cause for concern over the use of a staff's mobile phone the Management reserves the right to check the image content.
- Should inappropriate content be found then we will contact our Local Authority immediately. We will follow their guidance as to the appropriate measures for the staff member's discipline/dismissal.

### **Social Media Policy**

**There are too many sites to mention them all by name. This policy covers them all.**

It is important when using social networking sites such as Facebook or Twitter that staff maintain confidentiality and ensure proper practice at all times. This is to protect the children, parents & families of the setting along with the staff. It is also to guard the companies reputation and the staff's own personal reputation.

Staff guidelines when using social media sites include but are not limited to:

- Staff must not mention any of the children from the creche on their online profiles
- Staff must not write direct or indirect suggestive comments about work on their online profiles
- Staff must not publish photos of the children on their online profiles
- Staff must not publish photos of other staff while in the nursery on their online profiles
- Staff must not write anything about other staff members on their online profiles
- Staff must not use mobile phones to take photos in the nursery.
- Staff must not mention any of the companies that Hazel's Professional Childcare works with on their online profile
- In order to maintain professional boundaries staff should not accept personal invitations to be friends from parents of the creche unless they know them in a personal capacity
- Staff members are advised to set their online profiles to private so that only friends are able to see their information.

- Staff are responsible for adhering to the terms of service of each site they use
- Personal profiles should not contain any images or videos which may be perceived as inappropriate behaviour for a childcare professional
- Staff will not have the company name anywhere in their personal profile.
- Any breaches of the Facebook & social networking policy could result in disciplinary action.

Hazel's Professional Childcare has a Facebook page available. This is a communication tool for the setting. We will use it to

- Promote certain events
- Update parents on staff training & development
- Give hints and tips for activities the children have enjoyed and home learning ideas
- To give news
- To show photos of activities, trips or special events

We also want to invite your thoughts & comments. The company director is the page administrator and will update the page on a regular basis.

The page administrators reserve the right to remove any comments at any time. The intent of the policy is to protect the privacy and rights of the nursery, staff & families.

We will remove any postings that

- Name specific individuals in a negative way
- Are abusive or contain inappropriate language or statements
- Use defamatory, abusive or generally negative terms about any individual
- Do not show proper consideration for others privacy
- Breach copyright or fair use laws
- Contain any photos of children without necessary parental consent.

If you would like to report an inappropriate comment then please send an email to [info@hazelsprofessionalchildcare.com](mailto:info@hazelsprofessionalchildcare.com).

### **Camera Policy**

At Hazel's Professional Childcare we take photographs for the purpose of marketing. However, it is essential that these photographs are taken and stored appropriately to safeguard the children in our care. Written permission will be sought from parents before photographs are taken.

Therefore all persons involved in the setting will adhere to the following:

- Only the designated camera will be used to take any photo within the creche.
- Images taken on this camera must be deemed suitable without putting the child/ children in any compromising positions that could cause embarrassment or distress.
- All staff are responsible for the location of the camera. When not in use it should be placed in the managers bag.
- Images taken and stored on the camera must be printed, on the setting printer, as soon as possible.
- No photographs are permitted to be taken of the children in the bathrooms or in the changing area.
- Failure to adhere to the policy will lead to disciplinary action.
- Parents/carers are not permitted to take photographs of any child in the creche, unless prior permission has been sought from the Managers.

## **Equal Opportunities Policy**

At Hazel's Professional Childcare our approach to equal opportunities encompasses the following areas:

- Admissions
- Working in Partnership
- Working with Children
- Curriculum
- Food and Festivals
- Resources
- Language
- Special Needs
- Staff and Recruitment

### **Food and Festivals**

We meet children's dietary requirements following discussion with parents. We encourage parents to share family celebrations or religious observances with us to enable staff to include these in the daily routine.

### **Resources and Language**

We aim to provide non stereotypical resources and those that assist in developing children's awareness of the wider world through their play. These are supplemented by wherever possible by parents i.e. providing books and/or familiar words and phrases in home language.

### **Staff and Recruitment**

We are committed to ensuring that all job applicants and employees are treated fairly and without favours or prejudice. We are committed to applying this policy throughout all areas of employment, recruitment and selection, training, development and promotion. In all situations people will be judged solely on merit or ability.

## **Safeguarding Children and Child Protection Policy**

At Hazel's Professional Childcare we are committed to creating and maintaining the safest possible environment for children in which to be cared and educated. We believe that it is always unacceptable for a child to experience abuse of any kind and we recognise our responsibility to safeguard the welfare of all children, by putting into practice a commitment which protects them.

### **The purpose of this policy is to:**

- Provide protection for all the children who are in our care.
- Provide all staff with guidance on procedures they should adopt in the event that they suspect a child may be experiencing, or to be at risk of, harm - including how to make a referral.
- Provide all staff with guidance on what will happen if an allegation is made against them.

### **We recognise that:**

- The welfare of the child is paramount.
- All children regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse and have the right to freedom from abuse.

- Working in partnership with children, their parents, carers and other agencies is essential in promoting young people's welfare.
- All our staff need to be carefully selected and trained, and accept responsibility for safeguarding children in their care.

#### **We will endeavour to safeguard children by:**

- Valuing them, listening to and respecting them.
- Adopting a code of conduct for staff, parents and visitors.
- Responding quickly and appropriately to all suspicions or allegations of abuse or issues relating to child welfare.
- Working in partnership with parents, carers, families and children and providing them with the opportunities to voice any concerns they may have.
- Recruiting staff safely and ensuring all necessary checks are made.
- Sharing information about child protection and good practice with parents and staff.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Providing effective management for all staff through induction, supervision, support and appropriate safeguarding training.
- Ensuring that confidential information is stored and managed in accordance with national guidance.

#### **Responding to suspicions of abuse**

- We acknowledge that abuse of children can take different forms-physical, emotional, sexual, and neglect.
- When children are suffering from physical, sexual, or emotional abuse, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- Where such evidence is apparent, the creche manager makes a dated, factual record of the details of concern and discusses what to do with the safeguarding officer. The information is stored on the child's personal file.
- We refer concerns to the local authority children's social care department and co-operate fully in any subsequent investigation.
- **NB** In some cases this may mean the police or another agency identified by the Local Safeguarding Children's Board.
- We take care not to influence the outcome either through the way we speak to children or by asking questions of children

#### **Recording suspicions of abuse and disclosures**

Where a child makes a comment to a member of staff that gives cause for concern (disclosure), or a member of staff observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect, the staff member should follow this procedure:

- Listen to the child, offer reassurance and give an assurance that they will take action.
- Do not question the child.
- Make a written record that forms an objective record of the observation or disclosure that includes
  - The date and time of the observation or the disclosure.
  - The exact words spoken by the child as far as possible.

- The name of the person to whom the concern was reported, with date and time.
- The name of the person present at the time.

These records are signed and dated and kept in the child's personal file which is kept securely and confidentially.

### **Informing parents**

- Parents are normally the first point of contact
- If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children's Board does not allow this
- This will usually be the case where the parent is the likely abuser. In these cases the investigation officer will inform parents.

### **Allegations against staff**

- We ensure that all parents know how to complain about the behaviour or actions of staff within the setting, which may include an allegation of abuse.
- The setting has a duty to inform the Local Safeguarding Children's Board and the Ofsted of any allegations of serious harm or abuse by any person working at the setting (whether that allegation relates to harm or abuse committed on the premises or elsewhere).
- If there is reasonable cause to suspect a child is at risk of significant harm, or the allegation warrants investigation by the police, or is so serious that it might be grounds for dismissal, we will suspend the person concerned until the allegation is resolved.
- Relevant agencies will be consulted before informing the staff member of the allegation.
- The member of staff who has the complaint made against them will be treated fairly and honestly and be provided with support during the investigation as will others who may be involved in the incident.
- They will be helped to understand the concerns and the process and be informed of the outcome of the investigation. The implications of disciplinary process will be clearly explained.
- If any allegation is substantiated we will undertake a review and act upon any findings to safeguard the welfare of the children.

We use the Working Together to Safeguard Children 2010 as a reference and this is available to all staff.

### **What is abuse and neglect?**

Abuse and neglect are forms of maltreatment- a person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger.

### **Physical abuse**

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

## **Emotional abuse**

This is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

## **Sexual abuse**

This involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in a sexually inappropriate manner.

## **Neglect**

This is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born it may involve a parent failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical or emotional harm or danger.
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## **Recognising abuse and neglect**

Factors described below are frequently found in cases of abuse or neglect. Their presence is not proof abuse has occurred but must be regarded as indicators of possible significant harm. They justify the need for careful assessment and discussion with designated/named person, manager. It may require consultation with and/or referral to Children's Social Services.

## **Possible signs of abuse**

- Child appears frightened of the parent/s or shows distrust of a familiar adult.
- Child acts, and behaves, in way that is inappropriate to his/her age and stage of development.
- Child has unexplained and/or recurrent injuries.
- Child has difficulty walking or sitting.
- Child has a fear of returning home.
- Child has physical, cognitive or emotional delay.
- Child is withdrawn or aggressive with anti-social behaviour.
- Child lacks concentration.
- Child has low self-esteem.
- Child has poor hygiene.
- Child is underachieving.
- Child has itching or soreness or discharge from genitals.
- There is a failure to thrive.

- Child is constantly tired.

### **What to do if a child discloses abuse**

We ensure all staff have read, and understood, the policies. We also ensure that the staff know the procedures to follow in the event of a child making a disclosure.

- Reassure the child that they were right to tell you and they are not to blame.
- DO NOT promise not to tell anyone else, explain you have to make sure the child is safe and may need to ask other adults to help you do this.
- DO NOT question the child. Let them tell you what they want to tell you and no more. They may disclose to a specialist later and too much detail now may interfere with later investigations.
- When the child is finished make sure they feel secure. Explain what you are going to do next.
- Write down notes including the date and time of the disclosure, record as much as you can remember using the child's own words. Sign the notes.
- Immediately inform the designated person in the setting who will contact the Local Safeguarding Board.
- It may be appropriate to contact the Local Safeguarding Board directly for instance if the disclosure is about the designated safeguarding officer.
- Keep all concerns confidential. Only informing those who need to know.

### **What to do in the event of an allegation being made against staff**

Little Kingdom will ensure that all members of staff understand the procedure to follow in the event an allegation is made against a member of staff.

- Listen/read the allegation; make notes, record date and time and sign.
- Report the allegation to the Local Safeguarding Board and Ofsted, whether or not the incident took place on the premises. Do not discuss with the staff member.
- NOT REPORTING IS AN OFFENCE.
- Follow the advice given.
- Keep all concerns confidential.

### **Whistle Blowing Policy**

Hazel's Professional Childcare is committed to the highest standards of quality, openness and accountability. We encourage parents and employees with any serious concerns about any aspects of the setting to come forward and voice them. When investigating any concerns we will always take whatever action is appropriate in the circumstances, ensuring we follow our policies and procedures. This policy has been put in place to encourage and enable employees to raise concerns rather than overlooking any problems. We will ensure staff know what is expected of them through job descriptions, staff induction, supervisions and training. All staff has the right to raise any concerns regarding poor or insufficient practice at work. The priority of all staff is the well-being and safety of the children and this takes priority over any loyalty towards work colleagues.

### **Procedures**

- Staff should tell any concerns to the managers.
- All concerns are treated as confidential.
- Concerns must include names, dates, times and places where possible.
- State the reason for your concern.
- It is better to put your concern in writing, but if you do not wish to, the person you make the complaint to will, and you will be asked to sign it to confirm accuracy of it.

- The concern will be investigated and within 2 weeks you will be informed of the outcome of the investigation.
- Any action deemed necessary will follow the disciplinary procedures.
- If the allegation is proved to malicious and/or completely unfounded, action will be taken against the person responsible.

If you are not happy with the outcome you can report it to the Ofsted whistle blowing hotline on 0300 1233 155 or email [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk).  
The designated Safeguarding Officer is **HAZEL SHEPHERD**.

### **Illness Policy**

This policy sets out the exclusion periods from the setting for children who are ill, including if they are infectious. Little Kingdom take into consideration guidance from the Health Protection Agency with regards to exclusion periods for illnesses and infection control, as well as the needs of the children and staff.

### **Rashes and Skin Infections**

<b>Infection or complaint</b>	<b>Exclusion Period</b>
Athletes Foot	None
Chickenpox	Until all vesicles have crusted over
Cold sores (Herpes Simplex)	None
German Measles (Rubella)*	Four days from onset of rash
Hand Foot and Mouth	None
Impetigo	Until lesions have crusted and healed, or 48 hours after starting antibiotic treatment
Measles*	Four days from onset of rash
Molluscum Contagiosum	None
Ringworm	Exclusion not normally required
Scarlett Fever*	Child can return 24 hours after starting appropriate antibiotic treatment
Slapped cheek	None (once rash has developed)
Shingles	Exclude only if rash is weeping and cannot be covered
Warts and Verrucae	None

## Diarrhoea and Vomiting Illnesses

Infection or complaint	Exclusion Period
Diarrhoea and/or vomiting	48 hours from last episode of diarrhoea or vomiting
E. coli O157 VTEC Typhoid* [and paratyphoid*] (enteric fever) Shigella (dysentery)	Should be excluded for 48 hours from the last episode of diarrhoea. Further exclusion may be required for some children until they are no longer excreting
Cryptosporidiosis	Exclude for 48 hours from the last episode of diarrhoea

## Respiratory Infections

Infection or complaint	Exclusion Period
Influenza	Until recovered
Tuberculosis*	Consult the local PSE center
Whooping cough* (pertussis)	Five days after starting antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment

## Other Infections

Infection or complaint	Exclusion Period
Conjunctivitis	None
Diphtheria*	Exclusion is essential. Always consult with your local HPT
Glandular fever	None
Head lice	None
Hepatitis A*	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)
Hepatitis B*, C*, HIV/AIDS	None
Meningococcal meningitis*/ septicaemia*	Until recovered
Meningitis* due to other bacteria	Until recovered
Meningitis viral*	None
Mumps*	Exclude child for five days after onset of swelling
Threadworms	None
Tonsillitis	None

\* denotes a notifiable disease. It is a statutory requirement that doctors report a notifiable disease to the proper officer of the local authority (usually a consultant in communicable disease control). In addition, organisations may be required via locally agreed arrangements to inform their local PHE centre. Regulating bodies (for example, Office for

Standards in Education (OFSTED)/Commission for Social Care Inspection (CSCI) may wish to be informed – please refer to local policy.

Please note this list is not exhaustive but contains the most common exclusions.

**Parents should always seek advice from their GP or Accident and Emergency department regarding the specific symptoms of their child. NHS Direct 0845 4647 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).**

### **Children who are ill**

It is at the Managers discretion whether or not to allow a child into the creche if they are showing signs of illness, even if there is no exclusion period or if this is after an exclusion period has passed or if a doctor has stated that they are not infectious. The Manager will need to take into account the demeanour of the child and whether they are well enough to participate in activities. They must also consider whether allowing a sick child into the setting would affect the staff: child ratios, as children who are unwell may require continual one to one attention. If we allow a child showing signs of illness or who has recently recovered from an illness into the setting then we will monitor them regularly and will contact parents/carers to ask that they are collected if they become unwell again.

### **Illness outbreaks**

If there is an outbreak of illness in the setting then the Manager will consult with the local Health Protection Unit for advice. We may decide to exclude children in order to control an outbreak even where this is not listed in our normal exclusion policy.

### **Infectious Illness reporting**

If a child has an illness we would request that parents/carers contact us as soon as possible so we can communicate this to all staff and parents, as well as Health Protection and Ofsted if it is a notifiable disease\*. This is particularly important in case a child has come into contact with a pregnant staff member or parent.

### **Working in Partnership with Parents Policy**

At Hazel's Professional Childcare we believe that children benefit most where there is trust and mutually supportive partnership with parents. We always try to build and maintain very good relationships with the parents. Parents are the first educators of their young children and play a vital role in their lives.

### **Information for and from parents**

In case the parent cannot speak English or is disabled we make sure that all the information is easily accessible through the use of an interpreter, sign language etc. Parents are able to view the policies and procedures with regard to different types of emergencies e.g. fire or accident, and forms such as the medicine and accident forms when they are signing their children into the creche.

Each parent is asked to fill in an admission form containing questions about the child's date of birth, medical history etc.

There is a suggestion wallet, available for parents, in which they are welcome to share any concerns or suggestions considering our staff or practice.

### **Referring to parents and children**

All parents and children are warmly welcomed and referred to by their preferred names at all times.

### **Exchanging information about the children**

Information about the children, their progress, any anxieties, development, parents preferences considering activities, education, potty training or quiet periods etc. are achieved by discussion upon admission or if preferred in a written form.

\*Please note, in regard to our Confidentiality Policy, you are only permitted access to your own child's records.\*

### **Informing the parents about illness/accident**

In the case of minor accidents, the parents are shown an accident report and are required to sign it.

In the case of a major accident, or illness parents are contacted immediately by a manager or in their absence the deputy manager.

Information is passed very clearly, and calmly, so that the parent can understand exactly what has happened and what is going to happen next (e.g. where the child is going to be taken to be treated). Address and telephone number are given to the parent so that they can stay in contact.

### **Food and Drink**

Parents are required to provide information considering dietary requirements, preferences in food, its preparation methods/serving, allergies, intolerance and religious/cultural practices.

### **Collecting the children**

Parents are asked to provide information about t who will be collecting. If the parents cannot collect themselves they must inform staff who will be collecting, giving a description if they are not known to the staff, and a password.

### **Parents' rights under legislation**

- To receive information from the setting about their child (e.g. records, accident reports)
- To participate in activities.
- To be asked to give consent (e.g. to their child taking part in extra-curricular activities)
- To be told about meetings involving their child (e.g. With a special needs specialist)

### **Complaints Policy and Procedure**

At Hazel's Professional Childcare we strive to provide a good education for all the children. All staff work very hard to build strong and positive relationships with all parents and carers. However, the setting is obliged to have procedures in place in case there are complaints made. The following policy sets out these procedures that we follow in such cases.

If any parent/carer are unhappy with the care their child is receiving, or have any concerns relating to the setting, we encourage them to talk to a member of staff.

We aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## **Complaint procedure**

Stage 1- If any parent should have cause for complaint, they should in the first instance take it up with a member of staff.

Stage 2- If the issue is not resolved then the manager should be contacted in writing. The manager will investigate the complaint and report back to the parent within 3 days. The complaint and any actions arising from it will be fully documented in the Complaints Record Log.

Stage 3- A formal meeting will be arranged, if the matter is still not resolved. This will be held between the manager, parent and a member of staff to ensure that the matter is dealt with sufficiently. A record of the meeting will be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy which will signify the conclusion of the procedure.

Stages 4- If the parent feels the matter has not been resolved to their satisfaction they have the right to raise the matter with Ofsted.

## **Contact details for Ofsted:**

**Address:** Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Contact Number:** 0300 123 1231

**Website:** [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## **Admissions Policy**

Hazel's Professional Childcare welcomes children from all backgrounds and abilities.

To take up a place we require a completed registration form. The registration form provides us with contact details and other information required by law, which assists us to respect your wishes and fully meet your child's needs.

## **Sun Safety Policy**

Hazel's Professional Childcare implement a strong sun safety policy for all children and staff. Skin cancer is one of the most common cancers in the UK and it is particularly important to protect children and young people from the sun as their skin is more delicate and easily damaged.

### **We will:**

- Encourage staff to act as a good role model by practicing sun safety.
- Hold outdoor activities in the shade whenever possible.
- Ask all parents to supply a sunscreen of factor 30 or above, which will be applied regularly when outdoors.
- Encourage children to drink plenty of water throughout the day, and on very hot days we will make ice lollies to keep the children cool.
- Encourage parents to provide suncream to be applied by staff. Failure to do so may mean your child is excluded from outdoor activities.

## **Settling in Policy**

At Hazel's Professional Childcare we want children to feel safe and secure in the absence of their parents/carers. We provide a happy and secure environment, with fully qualified, enthusiastic, caring staff. We aim to build strong relationships between the children, staff and parents.

### **Our Settling In Procedure**

- We encourage parents to leave children promptly to be settled by a member of staff.
- If your child has a comforter they are welcome to bring this with them.
- Parents can phone during any session to check on their child, and we will contact you if they are distressed and does not appear to be settling well.

### **Food Hygiene Policy**

At Hazel's Professional Childcare we do not provide food for the children in our care. Meals and snacks are the responsibility of the venue or parent. Hazel's Professional Childcare do not accept any responsibility for the preparation or quality of food that is given to the children in the creche.

### **First Aid**

In the event of an accident involving a child or adult, our staff are able to take action to apply first aid treatment. At least one member of staff with a current first aid training certificate is on the premises at any one time. The first aid training qualification includes first aid training for infants and children.

We have a first aid kit on the premises. The first aid boxes are regularly checked and are restocked when items are used, immediately.

- The first aid kits are easily accessible to adults and are kept out of the reach of children.
- No un-prescribed medication is given to children, parents or staff.
- At the time of admission to the setting, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval and this is kept in the child's file.
- Parents also sign a consent form at registration allowing staff to take their child to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary on the understanding that parents have been informed and are on their way to the hospital.

### **Recording and Reporting Accidents**

Our Accident book is kept safely and easily accessible to staff. We fill in an accident form for any accident that has occurred during the day. The form will include:

Child's name, date, time the accident happened, how the accident occurred, and treatment given. Staff are required to fill in the form, as soon as possible after the accident and sign it. Parents are informed at the end of the child's session and are also required to sign the form.

We review the accident book at least every 3 months to identify any potential or actual hazards.

Ofsted are notified of any injury requiring GP or hospital treatment, or the death of a child or adult. When there is any injury requiring GP or hospital treatment to a child, parent or staff, or where there is a death of a child or adult on the premises, we make a report to the Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.

### **Fire Safety and Emergency Evacuation**

At Hazel's Professional Childcare we ensure that our premises present no risk of fire by ensuring the high possible standard of fire precautions. All staff are familiar with the current

legal requirements. Where necessary we seek the advice of a competent person, such as a Fire Safety Consultant.

All of our evacuation procedures are explained to new members of staff. We also explain to the children, in simple terms, the evacuation procedures.

We keep records of every fire evacuation.

## **Emergency Fire Evacuation**

### **All Staff Members**

- Calmly call children together. Line them up into pairs and calmly explain what is happening.
- Visually check the room and toilets for children/staff.
- Leave the building via the nearest, safe emergency exit and go to the designated meeting place.
- Call the register and alert the manager if anyone is missing.
- Remain outside until the building is deemed safe.

### **Manager**

- Assign any children in your care to another member of staff.
- Collect the registers, visitor's books and contact information.
- Sweep through the building to check no-one has been left behind.
- Ensure that the fire brigade have been alerted.
- Remain outside of the building until a member of the fire authority deems it safe to return.

## **Strangers and Intruders Policy**

In the event of somebody unfamiliar coming to the setting to creche a child or visit a member of the staff, you should always follow this procedure:

**DO NOT LET A STRANGER INTO THE BUILDING UNTIL THEIR IDENTITY HAS BEEN CONFIRMED.**

- Ask the full name of the child that they wish to collect or to fully state the nature of their visit.
- Most official visitors carry identification cards. Ask to see this.
- Check the messages board for parental consent.
- Check with other staff members in case they are aware of a different collector or a planned visit.
- Where appropriate, ask for a pre-arranged password.
- If you are still unsure contact the child's parents or ask a visitor to re-schedule their appointment.
- Please remember to always be polite and professional even when dealing with angered parents/carers or visitors.

**IF YOU ARE EVER IN ANY DOUBT OF SOMEONE'S CREDIBILITY, POLITELY ASK THEM TO REMAIN OUTSIDE WHILE YOU CONSULT WITH A MEMBER OF THE MANAGEMENT TEAM.**

An intruder is an individual in the setting who has not followed our visitor procedure (above). Should an intruder be found within the setting you should always follow this procedure.

When approaching the suspicious individual, staff must determine if they pose a safety hazard or just needs to be made aware of our visitors policy. While determining the status of the visitor every effort will be made to ensure children in our care are safe, feeling secure and where possible continuing to be engaged in their current activities.

### **Visitor with legitimate business but with no identification**

- 1 Identify the person and determine their purpose or need to be in the setting and introduce yourself.
- 2 Politely ask the visitor to wait outside the building explaining our policies. If they refuse to wait outside, wait with them until a member of management have arrived.
- 3 Once identified ask the person to read and sign the visitors book. Never leave the person alone. If in any doubt contact the company they are from to confirm details.

### **An intruder who may pose a safety hazard**

- 1 Greet the intruder politely, introduce yourself and ask the purpose of the visit.
- 2 Explain the visitors procedures and wait for a member of management to attend.
- 3 Depending on the circumstances, management will call security/police to report the incident; however should the intruder become agitated they will gain the attention of another staff member who will contact them.
- 4 Should the person leave prior to security/police arrive, staff will take note of the direction and means of transport which they will then be passed on to the reporting officer.
- 5 Verbally ask the person not to return to Hazel's Professional Childcare creche whilst in the presence of security/police.
- 6 Review security immediately.
- 7 Log incident and actions as soon as possible.

### **An intruder who is armed or posing a safety hazard or a forced entry**

In the event that an intruder should pose a hazard or force entry into the building, it is important to gain help as quickly as possible. Never risk your own safety but try to alert the other staff as quickly as possible by shouting for help.

The situation will be managed by the most senior member of staff available and will begin by alerting the police. The intruder will then be asked to leave the premises. Upon refusal, all staff should then ensure they are behind locked doors.

**In the event that the intruder poses an immediate threat to the welfare of staff or children, break a fire glass to sound the fire alarm and as far as possible carry out the emergency evacuation procedure. Notify the police as quickly as possible of the situation.**

### **Missing Child Policy**

The welfare of all our children at Hazel's Professional Childcare is our paramount responsibility. Every adult who works at the setting has been trained to appreciate that they have a key responsibility for ensuring all children are safe at all times. Our staffing ratios follow statutory guidelines or above, and are deliberately designed to ensure that all children are supervised the whole time they are in our care.

**The following sets out procedures to be followed in the event of a missing child. Our procedures are designed to ensure that a missing child is found and returned to effective supervision as quickly as possible.**

### **ACTIONS TO BE FOLLOWED BY STAFF IF A CHILD GOES MISSING FROM THE SETTING**

- Take a register to ensure all other children are present.
- Inform the Management.
- Ask all adults and children calmly if they can tell you when they last remember seeing the child.

- Occupy all the other children in the room by reading to them.
- At the same time arrange for one or more adults to search everywhere within the setting, both inside and out, carefully checking all spaces, cupboards, toilets where a small child might hide.
- Check the doors and gates for signs of entry/exit.

**If the child is still missing, the following steps should be taken;**

- Ask the Manager to ring the child's parents and explain what has happened, and what steps are in motion. Ask them to come to the setting immediately.
- The Child Protection Officer would notify security/police.
- A member of staff would set out to search the immediate area.
- The Child Protection Officer would inform the Local Safeguarding Board.
- The setting would fully cooperate with any investigation and any safeguarding investigation by Social Care.
- Ofsted would be informed.
- The insurers would be informed.
- If the child is injured, a report would be made under RIDDOR to the HSE.

**ACTIONS TO BE FOLLOWED BY STAFF ONCE THE CHILD IS FOUND**

- Talk to, take care of and, if necessary, comfort the child.
- Speak to the other children to ensure they understand why they should not leave the premises.
- The Manager will speak to the parents to discuss events and give an account of the incident.
- The Manager will promise a full investigation (if appropriate involving Social Services/Local Safeguarding Board).
- Media queries should be referred to the Manager.
- The investigation should involve all concerned providing written statements.
- The report should be detailed, covering: time, place, numbers of staff and children, when the last child was seen, what appeared to have happened, the purpose of the outing, the length of time that the child was missing and how they appeared to have gone missing, lessons for the future.

**Health and Safety Policy**

We recognise our responsibility to ensure the health, safety and welfare of all that use the setting, and comply with all relevant statutory provisions and Codes of Practice.

We view the prevention of occupational ill health and accidents as being of key importance, as these result not only in personal suffering but reduced effectiveness.

We will aim to make available appropriate resources to ensure the successful implementation of this policy.

The provision of information, instruction, training, monitoring, and supervision to staff will be to a standard required to enable effective implementation of this policy and the application of safe working methods and procedures.

The Managers are ultimately responsible for health and safety throughout the setting.

However, employees are also individually responsible for the implementation of this policy, and have a duty to cooperate in achieving its aims. Carrying out each task safely and without risk to health is an essential element in working professionally and to the required standard.

## **Risk Assessment**

Risk assessments are carried out daily by all members of staff, before the setting is opened to the children. Any hazards identified are dealt with as promptly as possible, and action plans put into place to minimise potential harm. Risk assessments are also carried out at every new venue before it is considered for use. We will carry out a risk assessment following an accident or incident, if necessary, or if circumstances change that warrants a new risk assessment. (See Risk Assessment Policy)

## **Security**

Both inside and outside areas are secure for children and supervised at all times. The visitor book is kept to help regulate access to premises.

## **Fire Safety**

There are clearly defined procedures for emergency evacuation, which both staff and children are familiar with. Fire exits are kept clear and marked clearly.

## **First Aid**

At least one member of staff has a current first aid training certificate. First aid boxes are easily accessible for staff but out of reach of children. The content of the boxes are checked regularly and replaced if necessary. Accidents are dealt with promptly and an accident log is kept and filled in accordingly.

## **Staff: Child Ratio**

<b>Age of children</b>	<b>Ratio</b>
0-2	1:3
2-3	1:4
3+	1:8

## **Furniture, Equipment and Toys**

All furniture, equipment and toys are safe for children and conform to the safety regulations. They are used according to manufacturers' instructions. They are appropriate for the age and stage of development of the children. They are regularly cleaned and checked for wear and tear. They are replaced if broken or not suitable.

## **Emergency Procedures**

All emergency procedures are planned, well known to all staff members and carried out promptly, accurately and calmly. All incidents are reported and recorded.

## **Information on children**

Information required to contact parents in case of emergency or accident, is accurate and up to date. All members of staff know where the information is stored and use it according to the guidance. The information form includes names, telephone numbers of the parents as well as any medical information.

The designated Health and Safety Officer is **HAZEL SHEPHERD**.

### **No Smoking Policy**

We comply with health and safety regulations and the Welfare Requirements of the EYFS in making our setting a no-smoking environment- both indoor and outdoor.

- All staff, parents and volunteers are made aware of our no-smoking policy.
- Staff who smoke do not do so during working hours. Unless on a break and off the premises.
- Staff who smoke during their break make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleagues.

### **Alcohol and Drugs Policy**

**Our setting has a strict alcohol/drugs policy.**

- Staff are not permitted to consume alcohol during their contracted hours of work or to care for the children if they have consumed alcohol prior to commencing work.
- The same applies to all drugs, other than prescribed medication by GP and considered appropriate for intake whilst working with children.
- Staff will ensure that all medications are stored correctly.
- The management will respond to and investigate concerns or complaints raised in relation to alleged breaches of the welfare requirements.
- Should a member of staff be found to be under the influence of alcohol and drugs of any illegal form before or during opening hours, they will immediately be asked to leave and told to return home. Thereafter the normal disciplinary procedures will begin.
- This will ensure that staff are able to respond appropriately to children at all times.

We also have a collection policy for a parent/carer under the influence of alcohol or drugs. The following guidelines will apply:

- We will manage the incident tactfully to ensure that the professional relationships with the family are maintained.
- If a senior staff member has any concerns regarding the child's welfare, we would endeavour to speak to the parent/carer about their child's needs.
- We will ensure that there are 2 members of staff present when speaking to a parent so that staff should not jeopardise their own safety or others in these situations.
- In the event that the parent/carer arrives at the setting under the influence of alcohol or drugs, we will ask that someone comes with the parent/carer to take the responsibility of the child.
- Should this not happen, although we have no legal right to withhold a child from a parent/carer, we reserve the right to contact any relevant authorities that we feel appropriate i.e. the police, partner etc. Any members of staff feeling under threat should contact the police.
- A full written report of the incident will be made.

**Your child's safety is our main concern and such this will determine the course of action taken.**

### **Staff Recruitment, Training and Development Policy**

Hazel's Professional Childcare are committed to the recruitment of suitable people, and to the development and training of all staff to enable them to fulfil their role to the highest standard.

Staff are encouraged to develop their skills in order to assist with any career advancement.

### **Staff Recruitment Process**

The recruitment process provides the first opportunity for assessing the suitability of recruiting potential applicants. We are committed to providing an equality of opportunity to all applicants to ensure a fair and accurate assessment can be achieved. Therefore when recruiting staff we use the following process:

- Applicants will be required to send a CV with a cover letter, detailing why they are feel they are suitable for the position etc.
- Applications will be checked for qualities that meet the job specification at the first stage, by the Management.
- Suitable applicants will be invited to attend an interview.
- The interview will consist of completion of an Application Form, Set Questions (to ensure equality for each applicant).
- Offer of employment or regret letter to be issued as appropriate.

### **Staff Suitability Process**

In order to comply with the legislative requirements and Ofsted standards we require that all staff employed will supply a minimum of two referees, will agree to apply for DBS checking. Anomalies in employment, references or other concerns will be investigated and may require additional information or confirmation. A probationary period will be agreed and applied. Staff will be required to notify Management of any changes to their personal circumstance, health, criminal record or otherwise which may affect their suitability to continued employment. Each situation will be discussed and reviewed by Management on an individual basis shared only by those that need to know.

### **Staff Induction, Training and Development Process**

Training is viewed as being an essential contribution to the efficiency, practicality and professional outlook of the setting and ensures commitment to the parental expectations of fully trained and qualified staff.

We provide induction training for new staff members, including our emergency evacuation procedures, and ensuring they have time to read through our policies etc.

We encourage staff to attend relevant external training courses, seminars and exhibitions e.g. Food Hygiene, First Aid, Behaviour Management, Child Protection etc. in order to develop their knowledge.

### **Dummy Policy**

Babies and young children spend a great deal of time experimenting with their voices; creating sounds, babbling, squealing, cooing, making words and exploring their own mouths long before they begin to use 'words'. This is how babies practice and develop their skills required for speech and language. They are also learning about communication, beginning to realise that using their voices can attract attention and bring them closer to the people around them through various interactions.

Studies have shown that children who suck dummies throughout the day make fewer sounds, gain less experience using their voices, and hear less language from adults around them.

If toddlers continue to suck a dummy whilst developing these skills of talking, there is a risk that the child will learn distorted patterns of speech, as a result of the teat preventing normal movements at the front of their mouth. These patterns may be difficult to change as the child gets older.

At Hazel's Professional Childcare we believe that proactive steps can be taken to ensure children develop the best speech and language possible. We therefore intend that our staff and parents will work together in order to give the best start to the babies and children in our care, by following this policy:

We recognise that a dummy can be a source of comfort for a child who is upset, and that they often form part of the routine for sleep. Consequently, the key person will encourage the children in their care to only use their dummy at these times. Taking into account the children's emotional needs, the key person can sensitively support the process of phasing out a dummy at any time, at the request of the parent.

## **Nappy Changing and Toilet Training Policy**

### **Nappy Changing.**

At Hazel's Professional Childcare all staff will adhere to the following when changing a child's nappy:

- Follow the nappy changing procedure, which will be displayed above the nappy changing station.
- Staff must wear disposable gloves and plastic aprons while changing wet and dirty nappies. To prevent the spread of infection, gloves and aprons will only be used once.
- Dispose of the nappy by double bagging and place in the nappy bin.
- Take the child back to the room and return to clean the mat and wash your hands.
- The nappy changing table should be wiped down with anti-bacterial spray after every use and dried with a paper towel.
- Clean the changing area thoroughly every night, using disinfectant and bleach with hot water.
- Always dispose of gloves and aprons before moving to another room.
- Staff's hands must be washed after changing nappies, even if gloves are worn.
- Report any deficiencies in soap, detergent or towels to the manager immediately.
- Parents are to provide nappies and cream.
- Nappy changes to be recorded and information shared with parents.

### **Potty Training**

The staff at Hazel's Professional Childcare are experienced in helping children to potty train. If you think your child is developmentally and emotionally ready to start using the potty we will endeavour to support you and your child to the best of our ability. Please be aware that it can take longer for a child to potty train at the creche as there is so much more happening within the environment then at home. This is why we ask you to start potty training your child at home for a short period before it is introduced at the creche.

### **Please be aware of the following protocol will follow:**

- 1 Once you have introduced potty training to your child at home, we will start encouraging the child to sit on a potty at nursery. We will try to copy your routine as close as possible to maintain continuity for your child.
- 2 We request that your child arrives at nursery in a 'pull-up' to encourage them to use them as 'pants/knickers' when using a potty rather than taking off a nappy.
- 3 Your child needs to wear suitable clothing when potty training (no belts, dungarees or baby grows).
- 4 Whilst your child is potty training a member of staff will keep you informed on their progress.
- 5 At first, we will put your child back in 'pull-ups' for relaxation and sleep time, until your child is dry throughout the day.
- 6 Accidents will be dealt with calmly, sympathetically and in a way which does not make the child think they have done wrong.
- 7 We request that you bring in sufficient spare clothes for the staff to dress your child if they should have an accident. (This includes spare socks).

We understand that due to changes in routines or changes at home, some children may regress.

### **Risk Assessment Procedure**

To ensure that we protect the health and welfare of all employees, children and visitors to the nursery, Hazel's Professional Childcare carries out regular risk assessments.

Risk assessments are carried out daily by all members of staff, before the setting is opened to the children. Any hazards identified are dealt with as promptly as possible, and action plans put into place to minimise potential harm. Risk assessments are also carried out for every new venue. We will carry out a risk assessment following an accident or incident, if necessary, or if circumstances change that warrants a new risk assessment. We are required by Health and Safety at Work regulations to carry out risk assessments for all activities. Risk assessments are also required by other legislation i.e. COSHH, Manual Handling etc. All staff members must be aware of all risk assessments and their guidance.

The risk assessment process is a key element of ensuring all appropriate measures are identified to assist the achievements of ensuring the welfare and safety of all employees, volunteers, children and visitors to the setting.

### **Risk Assessment in Practice**

Health and Safety regulations state that every employer shall make a suitable and sufficient assessment of: (a) the risks to the health and safety of their employees to which they are exposed whilst they are at work; and (b) the risks to the health and safety of persons not in their employment arising out of or in connection with the organisations work activities. The employer should review any such assessment if: (a) there is reason to suspect it is no longer valid; or (b) there has been a significant change in the matter to which it relates. The Regulations also require employers to record the significant findings of the assessment.

### **Definitions:**

Hazard: Something with the potential to cause harm

Risk: The likelihood of the harm being realised

### **Recording Risk Assessments**

The "significant findings" of the assessment must be recorded, and this includes: (a) the significant hazards identified in the assessment i.e. those hazards, which if not properly controlled, might pose serious risks to workers or other people who could be affected by the work activity. (b) The existing control measures which are in place and how effectively they control the risks. (c) The people who may be affected by the risks identified. (d) The decisions taken as a result of the assessment. The results of the risk assessment and the preventative measures identified by it should be shared with those who could be affected by the hazards.

### **Responsibility of carrying out Risk Assessments**

The Managers will have the responsibility for ensuring that there are suitable and sufficient risk assessments for all areas. Staff members will be responsible for ensuring the daily risk assessments are carried out within their rooms.

Employees will be expected to comply with preventative measures identified by risk assessments. Failure to do so may put themselves and others at risk and as such failures to follow these measures will be dealt with under the disciplinary procedure.

## **Hand Washing Procedure**

### **Purpose of Policy**

Hazel's Professional Childcare is committed to maintaining the health and hygiene of the children and the staff team. It is important that the children / staffs hands are washed properly and at appropriate times during the day. Staff to instil the understanding for the hand washing, e.g. to remove germs after playing outside or eating.

### **Who is Responsible**

It is the responsibility of the staff team to ensure the children understand the importance of hand hygiene and the reasons we wash hands. It is also the staff teams responsibility to ensure they lead by example washing hands regularly alongside the children.

### **When hand washing is essential**

1. Before and after eating
2. Following art and craft or messy activities
3. Following nappy changing or toilet time
4. After blowing a child's nose

Hands must be washed using warm water and antibacterial soap and dried thoroughly.

## **Loss or Damage to Property**

### **Purpose of Policy**

Hazel's Professional Childcare accepts that on occasion children and staff members may bring personal belongings into the setting, the purpose of this policy is to inform parents and carers and members of staff of the level of responsibility that Hazel's Professional Childcare accepts when children or members of staff bring their own possessions into the setting.

Hazel's Professional Childcare would prefer that children did not bring their own toys and games into the setting, but accepts that sometimes this is inevitable and unavoidable.

### **Who is responsible?**

All members of staff have a responsibility to ensure that any personal possessions that are brought into the setting are kept safe. All members of staff have a responsibility to ensure that their belongings are placed in the appropriate place and are not left where they could be at risk. Hazel's Professional Childcare would stress to staff the importance of not bringing expensive or irreplaceable items into the setting. All parents and children are responsible for the possessions that they bring into the setting, Hazel's Professional Childcare will take as much care as is reasonably possible with children's belongings.

### **How will the policy be implemented?**

Hazel's Professional Childcare will take as much care as possible to ensure the security of the belongings of children and members of staff, but overall accepts no responsibility for their loss or damage.

All parents will be asked to sign an agreement that Hazel's Professional Childcare accepts

no responsibility for children's belongings when they register their child. A sign will also be displayed on the setting notice board that states this.

Members of staff who do not store their belongings in a secure position will have no recourse for compensation should items go missing or get lost or damaged.

### **Parents and Carers**

Parents and carers should be aware that children bringing personal belongings into the setting do so at their own risk. Hazel's Professional Childcare accepts no responsibility for loss or damage to any item that a child brings into the setting from outside.

### **Members of Staff**

All members of staff should be aware that they bring personal belongings into the setting at their own risk. Hazel's Professional Childcare accepts no responsibility for any loss or damage to personal items.

### **Ofsted Exemption**

Due to the nature of business in which Hazel's Professional Childcare operates, the following exemption applies:

#### **Exemptions from Ofsted registration**

Ofsted's factsheet Registration not required, (reference number 080134), explains the types of childcare that do not need to register with Ofsted, and says: 'You do not have to register with Ofsted in the following cases:

'If you provide care where a child does not stay with you for more than two hours a day, even if your childcare service is open for longer than two hours.

'If you care for children under eight for four hours or less each day and the care is for the convenience of parents who plan to \*stay on the premises where you are providing care or within the immediate area. This type of provision has no long-term commitment to provide care for children.

'If you care for children under eight from specific premises for 14 days or less in any year, and you let us know in writing at least 14 days before starting the service.'

There are other grounds for exemption, but we have quoted those relevant to crèches.

\*Ofsted interprets 'stay on the premises....or within the immediate area' as meaning premises where care is provided and where parents can be summoned immediately. Examples include crèches in a college where parents are taking part in adult learning classes, in a sports centre where parents are playing sports, or in a purpose built shopping centre in enclosed premises. It does not apply to care where parents are away from the premises such as a shoppers' crèche in a town centre or where parents return to their home, even if this is close by.